

Mr. David Grain  
Vice President for Northeast Region  
AT&T Broadband  
Riverbend Business Park  
6 Campanelli DR  
Andover, MA 01810

June 5, 2001

Subject: Delay in Broadband Service Rollout in Westford

Dear Mr. Grain:

Based on information provided to us by our Cable Advisory Committee, the Westford Board of Selectmen hereby protests AT&T Broadband's stated intention to delay completion of Westford's cable plant rebuild and the associated rollout of new broadband services, most notably high-speed Internet access and Digital TV. We are aware that similar delays are adversely affecting other municipalities in Massachusetts as well in other states where you have acquired cable franchises.

Last summer at the Regional License Transfer hearings, assurances were made that Cablevision's already budgeted rebuild activity and rollout plans would proceed unabated after the transfer of our franchise to AT&T Broadband (AT&TB). In fact, we were led to believe that although not contractually obligated, the process would in fact be accelerated. Instead, we now are told that the broadband services we were promised in early 2001 will not be available until at least 2002.

We now feel that we have been misled by these assurances, which were critical to our approval of the License Transfer. The unexpected halt in Westford's rebuild is a serious breach of faith between your company and our Town, and is especially disappointing coming so soon after AT&TB took over as our cable service provider. This change in strategy has severely damaged our confidence in your company, which is particularly unfortunate now that we have entered the ascertainment phase of the License Renewal process.

Westford is home to numerous Internet-savvy high-tech professionals, many of whom have expressed frustration to our Cable Advisory Committee about the lack of cable modem Internet access; other townspeople have lamented the unavailability of digital TV's increased channel count and improved reception. We are also dismayed that prospective residents and businesses view our Town unfavorably in comparison with other nearby "broadband" towns.

Therefore, in our role as Issuing Authority for cable services in Westford, we are convening a Public Hearing to provide a forum for our citizens to voice their concerns, and to allow you to explain your position on these issues. We especially invite you to discuss specific details of your planning timetable to provide broadband services in Westford. Our Cable Advisory Committee will contact your office shortly, to find a convenient hearing date prior to June 22, 2001.

Very truly yours,

BOARD OF SELECTMEN

Robert Jefferies, Chair  
Elaine McKenna, Vice-Chair  
Dini Healy-Coffin  
Robert McCusker  
Chris Romeo

cc:

Senator Edward M. Kennedy  
Senator John F. Kerry  
Congressman Martin T. Meehan

State Senator Steven Panagiotakos  
State Representative Geoffrey Hall

Westford Cable Advisory Committee (CAC)  
Westford Town Counsel  
Mr. Peter Epstein, Esq., Special Counsel for Cable Matters

Alicia Matthews, Director,  
Mass. Dept. of Telecommunications and Energy

Michael K. Powell, Chairman  
Federal Communications Commission (FCC)  
Deborah A. Lathen, Bureau Chief  
FCC Cable Services Bureau

Robert Travers, Director of Government Relations,  
AT&T Broadband, Northeast Region

Westford Eagle  
Lowell Sun  
Boston Globe  
Boston Herald  
Washington Post